

I am requesting that in any type of outage that is carrier related, it is imposed that the carrier must re-route inbound calls to the appropriate error message. For instance:
Carrier Hardware failure/Fiber Splice cut

error message: Currently the carrier is experiencing an outage. Please try your call again later.

This comment stems from an outage with Choice One Communications outage in Grand Rapids MI on 12/2/03 where callers heard only busy signals for 1 hour